Position Opening
Southeastern Michigan Health Association

POSITION TITLE: <u>*Secretary/Administrative Assistant*</u>
Non-Exempt
Full Time

SALARY RANGE: *$31,000.00-$34,000.00*

LOCATION: *Family Center, Children's Special Health Care Services (CSHCS)*
Michigan Department of Community Health
320 Walnut, Flr. 6, Lansing, MI 48913

SUMMARY:

The Secretary supports families of children with special needs by providing secretarial and administrative assistance to Family Center staff on projects and programs within the Family Center. The Secretary also provides information to families who utilize the statewide Family Phone Line regarding resources; providers; health departments; hospitals; peer-to-peer support; community-based services; and educational opportunities, etc.

REQUIREMENTS:

1. Function as secretary and administrative assistant for Family Center. Receive and screen visitors, telephone calls, and inquiries.

2. Work cooperatively and collaboratively with families who have children with special health care needs, staff, and other colleagues within the Family Center, Department of Community Health, local health departments, and outside organizations.

3. Provide policy and procedure information to families and providers on an as needed basis.

4. Respond to the Family Phone Line and be the primary responder to voicemail messages. Answer questions related to community resources, parent support, information and referrals, CSHCS coverage and program, assist with problem solving, complete inquires on Single Sign On (SSO) and document all interactions in Siebel (CRM), Oracle, and CHAMPS. Generate and submit monthly reports regarding Family Phone Line.

5. Document and process bereavement information and materials.

6. Assure that customer service standards remain a high priority by providing quality service.

7. Assure staff compliance with SEMHA (Southeastern Health Association) policies, procedures and regulations regarding travel, mileage, and time card submission.

8. Arrange meetings, conferences, trainings, and community forums throughout the State of Michigan, as requested.

9. Coordinate intake and processes of Family Center Scholarship and Parent Mentor requests.

10. Assist section staff with tracking assignments, evaluations, reporting, mailings, special projects, etc., as needed and to ensure that work is completed in a timely manner.

SKILLS & EXPERIENCE:

1. Must have personal experience as a parent, guardian or caregiver of a child or youth with special health care needs.
2. Minimum of High School Diploma or GED required.
3. Must possess sensitivity to family culture, values and beliefs and operate from a family-centered strengths based approach and perspective.
3. Extensive knowledge and skills on computer systems, including word processing, databases, spreadsheets, and presentation software.
4. Must be knowledgeable about community resources.
5. Requires ability to communicate effectively
6. Must have excellent written & verbal skills
7. Must have excellent organizational skills, the ability to manage multiple tasks, and the ability pay attention to detail.
8. Must have the ability to meet deadlines.
9. Knowledge and demonstration of Health Insurance Portability and Accountability Act Guidelines.
10. Ability to participate as a team member and contribute to team identity and success.

Required Note: *Applicants must be presently authorized to work in the United States on a full time basis. E.O.E.*

*This position is supported by a grant with the federal Title V Block Grant and CSHCS Family Participation Fees and is renewed annually as funds are available.

Application Deadline*: July 20th, 2014*

Mail or Fax resume and/or cover sheet to: **Southeastern Michigan Health Association**
Attention: Candi Bush, Director of Family Center, CSHCS
3011 West Grand Boulevard
200 Fisher Building
Detroit, MI 48202
Fax: (313) 873-6504

Or, apply online at WWW.SEMHA.ORG.

NO PHONE CALLS PLEASE